

## **ATTACHMENT M**

### **GUIDELINES FOR UTILIZING SIGN LANGUAGE/ENGLISH INTERPRETERS**

These guidelines are derived from Hawaii Administrative Rules, Chapter 11-218, adopted April 7, 1997, amended July 19, 2001.



This symbol indicates that a sign language interpreter is available. Sign language/English interpreting is a process by which communication is conveyed by an interpreter and two individuals, one of whom is hearing and one of whom is deaf.

#### **What credentials should an interpreter have?**

A credentialed interpreter holds a valid certificate awarded by the National Registry of Interpreters for the Deaf, or a valid state classification awarded by the Disability and Communication Access Board.

#### **What is NOT considered a valid credential of interpreting skills?**

Completion of sign language classes indicates only that the person may know some signs. A signer is not always an interpreter. He or she should not represent him or herself as an interpreter without valid credentials.

#### **Who do I hire as an interpreter?**

The person who is deaf, hard of hearing, or deaf-blind may state a preferred interpreter who should be hired when possible. If no preference is stated, then the interpreter with the highest level of credentials should be hired first, followed by lesser levels of credentials in descending order.

#### **How do I hire an interpreter?**

Contact the interpreter referral service listed at the end of this Attachment and provide them with the following information:

- name of the person who is asking for the interpreter;
- the purpose of the meeting;
- location of the meeting;
- the start and stop times of the meeting;
- interpreter preference, if any, of the person who is deaf, hard of hearing or deaf-blind;
- the name and phone number of an on-site contact person;
- the agency or individual to be billed for interpreter services.

The referral service will then contact the appropriate interpreter and call you with the name of the interpreter accepting the assignment.

### **How much does an interpreter cost?**

The Disability and Communication Access Board sets guidelines for sign language interpreter fees based upon the interpreter's level of certification. These guidelines are established for state executive branch agencies. Discuss fees with the interpreter before the meeting is scheduled. Fees should be agreed upon by the interpreter and the purchaser of services before the service is rendered.

### **When might I need to hire an interpreter who is deaf?**

If a consumer who is deaf is highly visual or deaf-blind or uses a different sign language dialect, then hiring an interpreter who is deaf is necessary to ensure effective communication. This would require hiring two interpreters -- one hearing and one deaf. The interpreter who is deaf acts as a translator or intermediary and relays information between the consumer who is deaf and the hearing interpreter.

### **What if I need to cancel my request for interpreter services?**

When interpreter services are canceled, fees are based on when you cancel and the length of the assignment, as indicated below. "Full charges" means the interpreter will charge for the full time of the scheduled interpreting assignment.

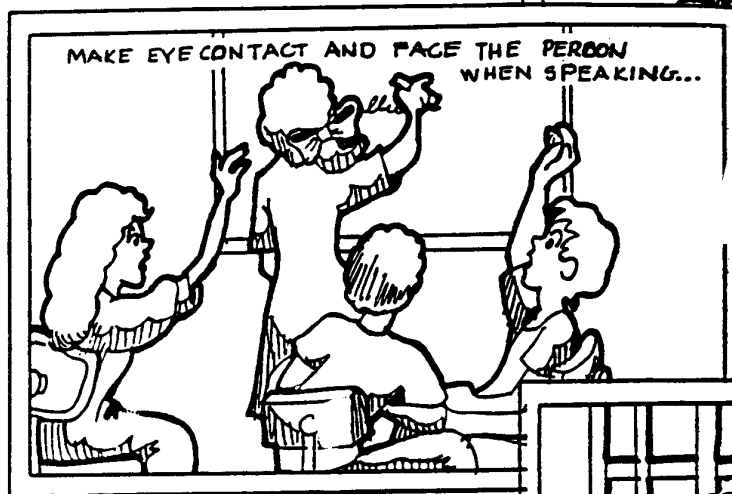
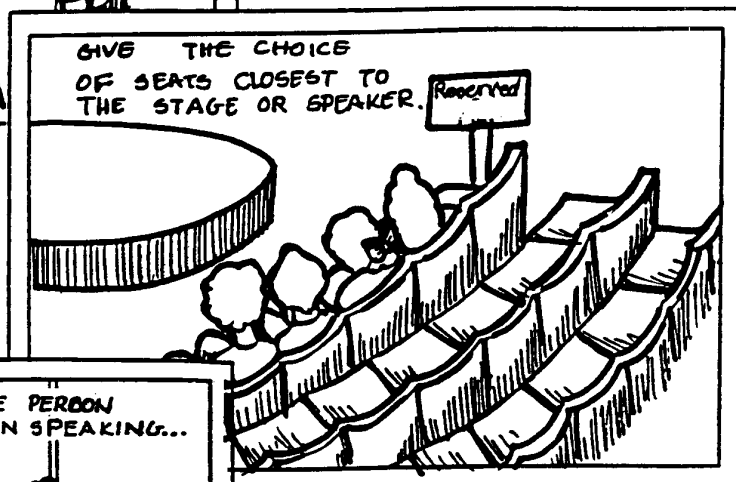
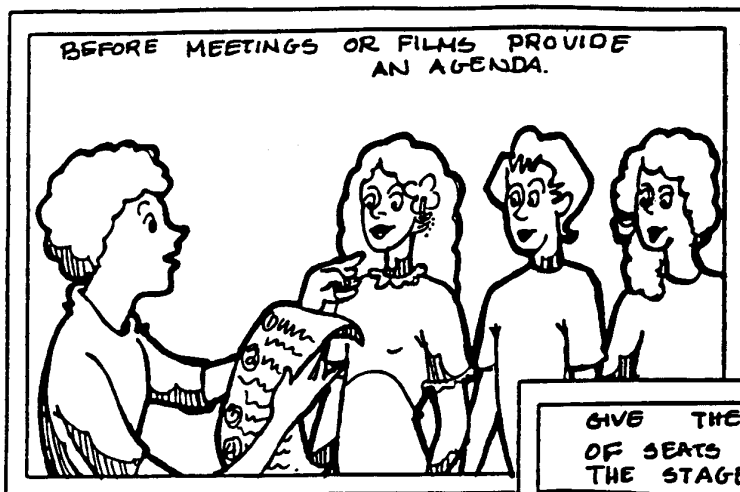
<b>Assignment Duration</b>	<b>Cancellation Time</b>	<b>Fees Charged</b>
Less than 2 hours	At least 1 working day	None
Less than 2 hours	Less than 1 working day	Full charges
2 to 4 hours	At least 2 working days	None
2 to 4 hours	Less than 2 working days	Full charges
4 hours or more	At least 3 working days	None
4 hours or more	2 to 3 working days	Minimum of 2 hours plus half of remaining scheduled time
4 hours or more	Less than 3 working days	Full charges

### **What if the consumer or the interpreter doesn't show up?**

If the consumer who is deaf, hard of hearing, or deaf-blind or the consumer who is hearing fails to appear, this is considered a cancellation, and the interpreter will charge full fees. If the interpreter fails to appear, no fees shall be charged by the interpreter. Disciplinary action, decided upon by the state agency, may be taken with chronic offenders, either the interpreter or the consumer.

### **The following two pages provide tips on working with an interpreter:**

(see graphics on page 3 and tips on page 4 of this ATTACHMENT)



- **Know when two interpreters should be hired.**

For a meeting of more than one and one-half hours, and with constant interpreting, two interpreters should be hired. The interpreters will take turns every twenty to thirty minutes. If two interpreters cannot be hired, one interpreter should be given the option of accepting the assignment with frequent breaks. There are times when a team may consist of interpreters who are both deaf and hearing.

- **Provide good lighting for the interpreter.**

If an interpreting situation requires darkening the room to view slides, videotapes, or films, auxiliary lighting such as a small lamp or spotlight is necessary so that the person who is deaf, hard of hearing, or deaf-blind can see the interpreter clearly. If auxiliary lighting is not available, check to see if room lights can be dimmed and still provide sufficient lighting to see the interpreter. If it cannot be arranged on site, inform the interpreter and suggest the interpreter bring a flashlight.

- **Schedule breaks during the meeting.**

The interpreter and the consumers who are deaf, hard of hearing, or deaf-blind will need occasional breaks. These breaks allow time for the consumer to relieve eye strain caused by focusing on one position for a long period of time and for the interpreter to rest his or her hands and mind. Physical strain is also experienced by both the consumer who is deaf-blind and the tactile interpreter during prolonged interpreting situations, so frequent breaks should be scheduled for both.

- **Remember that the interpreter may be a few words behind the speaker.**

Don't speak too slowly or too quickly. If necessary, the interpreter or consumer may ask the speaker or signer to slow down or repeat a word or sentence for clarification. Given the nature of the interpreting process, the best interpreters use time lag to absorb an entire thought from the first language before producing it in the other language. All consumers should allow enough time for the message to be received and transmitted, so that either party can ask questions or join the discussion.

### **Recognize that the interpreter is a professional.**

If there is sufficient time, a meeting agenda and/or a vocabulary list (for technical situations) may be mailed to the interpreter or provided when he or she arrives at the site. If the consumer who is deaf, hard of hearing, deaf-blind or hearing is new to the interpreter, it is recommended that they meet a few minutes before the assignment to introduce themselves. This enables the interpreter and the consumer to become accustomed to each other's sign dialect and preferences. The interpreters and consumers will agree on the best placement for the interpreter, (i.e., in sufficient light, not in front of a bright light source, etc.).

## **Who can I call to obtain an interpreter?**

### **Interpreter Referral Services**

Hawaii Services on Deafness (HSOD)  
(808) 946-7300 V/TTY; (808) 924-9664 FAX  
Email: [reimers@hsod.org](mailto:reimers@hsod.org)

## **Who can I call for interpreter training and national certification?**

### **Interpreter Training**

American Sign Language/  
Interpreter Education Program  
Kapiolani Community College  
(808) 734-9154 V/TTY;  
(808) 734-9863 FAX  
Email: [jfried@hawaii.edu](mailto:jfried@hawaii.edu)

### **National Certification**

National Registry of Interpreters  
for the Deaf, Inc. (RID)  
333 Commerce Street  
Alexandria, VA 22314  
(703) 833-0300 V;  
(703) 833-0459 TTY;  
(703) 883-0454 FAX  
Email: [nts@rid.org](mailto:nts@rid.org)

## **Who can I contact for credentialing of interpreters in Hawaii?**

### **National RID Testing**

Hawaii Registry of Interpreters for the Deaf (HRID)  
Web site: [www.hrid.org](http://www.hrid.org)

### **Local Interpreter Quality Assurance Screening**

Disability and Communication Access Board  
(808) 586-8130 TTY; (808) 586-8131 V/TTY; (808) 586-8129 FAX  
Email: [accesshi@aloha.net](mailto:accesshi@aloha.net)

## **Who develops rules for state government agencies regarding sign language interpreter services?**

The Disability and Communication Access Board (DCAB) develops administrative rules for providers of communication access services, such as sign language/English interpreters. The rules establish guidelines for state executive branch agencies hiring providers, including credentials and recommended fees. Contact DCAB for a copy of the rules or more information on hiring interpreters.

If you need to hire an interpreter on a fee-for-service basis, the next two pages, **ATTACHMENT M-1**, provide a sample purchase order for interpreter services, as well as a sample invoice from a free-lance interpreter billing for services. (Please note that the hourly rate indicated on the invoice is for illustrative purposes only and not intended to reflect a recommended billing rate.)

For further information, contact  
**Disability and Communication Access Board**  
919 Ala Moana Blvd., Room 101 Honolulu, HI 96814  
(808) 586-8121 (V/TTY), 586-8130 (TTY), 586-8129 FAX  
Email: [accesshi@aloha.net](mailto:accesshi@aloha.net)

**STATE OF HAWAII  
REQUISITION & PURCHASE ORDER  
DEPARTMENT OF HEALTH**

Department of Protocol

DOP 000

ORGANIZATION

FUNCTION AND ACTIVITY

**NOTICE TO VENDORS**

Conditions of purchase are listed on the back side of this purchase order. Please read carefully.  
Payments may be delayed if all steps are not followed.

COMMUNICATION SYSTEMS, INC.  
500 KAUAI AVENUE  
HONOLULU, HI 96800

**PURCHASE  
ORDER NO.**

00593910

Date XX XX XX

Deliver Before \_\_\_\_\_

**DELIVERY ADDRESS**

1234 Kona Street  
Honolulu, HI 96813

**BILLING ADDRESS**

same as above

The State of Hawaii is an EQUAL EMPLOYMENT OPPORTUNITY and AFFIRMATIVE ACTION employer. We encourage the participation of women and minorities in all phases of employment.

QUAN.	UNIT	DESCRIPTION	OBJECT	UNIT PRICE	AMOUNT
		Fee-for-service for Joe Hawaii to provide inter- preter services to provide communication access for individuals who are deaf or hard of hearing to access the programs of the Department of _____ for the quarter ending December 31, XXXX	7190		250.00
	XX				

XXXXXX  
REQUISITIONER

XXX-XXXX  
TELEPHONE

VOUCHER  
NUMBER

AUTHENTICATED BY:

GOODS/SERVICES RECEIVED IN GOOD ORDER AND CONDITION BY

DATE

AUTHORIZED SIGNATURE

REQUISITION NO.		FOR DEPARTMENT USE ONLY	
VENDOR			
NUMBER	SFX		
XXXXXXXXXX	XX		
99999	01		

SFX	TC	F	YR	APP	D	OBJECT	CC	PROJ NO.	PH	ACT	ESTIMATED COST		ACTUAL COST		M	R	OPT DEPT DATA
XX	XXX	X	XX	XXX	XX	XXXX	XXXX	XXXXXXXX	XX	XXX	XXXXXXXXXXXX	XX	XXXXXXXXXXXX	XX	X	X	XXXXXXXXXXXX
01	621	x	xx	000	x	7190				xxx	250	00					

STATE ACCOUNTING FORM C-03  
JULY 1, 1983 (REVISED)

JOE HAWAII  
dba COMMUNICATION SYSTEMS, INC.  
500 Kauai Avenue  
Honolulu, HI 96800

## **BILL FOR COLLECTION**

December 15, xxxx

Department of Protocol  
Accounts Receivable  
1234 Kona Street  
Honolulu, HI 96813

For services rendered during the month of December xxxx for interpreter services to provide communication access for individuals who are deaf or hard of hearing to access Department of Protocol programs.

December 1, xxxx	8:00 a.m. - 12:00 p.m.	4 hours	\$100.00
TOTAL			\$100.00

Please send the payment to the address listed above.

Sincerely,

JOE HILO